CLAIMS

What is claimed is:

1. A business system for providing content and services to customers over an infrastructure, comprising:

a plurality of business application modules and associated databases; and

a bus for interconnecting said plurality of business application modules and said associated databases for providing an inter-application module and message and data translation capability; wherein

at least one of said plurality of business application modules is a customer billing application module that cooperates with others of said plurality of business application modules and with said customer equipment through said bus for generating, for individual ones of said customers, a bill that contains a unified accounting of all of the content and services received by said customer through said infrastructure.

2. A business system as in claim 1, wherein said bus comprises an enterprise application integration (EAI) bus.

3. A business system as in claim 1, wherein said infrastructure is comprised of at least one of coaxial cable, optical fiber and a wireless network.

4. A business system as in claim 1, wherein said content and services comprise all or some of telephony, cable television, interactive television, pay-per-view

events, video-on-demand, near video-on-demand, digital television and Internet access.

5. A business system as in claim 2, wherein said EAI bus runs on a plurality of servers, each of which may be capable of independent operation, and that are connected through a data communications network.

6. A business system as in claim 1, wherein individual ones of said customers are provided with said customer equipment that is coupled to said bus through a connector, and wherein said customer equipment is provisioned by one of said business application modules through said bus.

7. A business system as in claim 1, wherein individual ones of said customers are provided with said customer equipment that is coupled to said bus through a connector, and wherein said customer equipment operates to periodically transmit billing-related information through said bus to said customer billing application module.

8. A modular, scalable, end-to-end business method for providing content and services to customers over an infrastructure and for accounting for the use of the content and services by individual ones of the customers, comprising steps of:

providing a business system as a plurality of business application modules and associated databases that are coupled together through an enterprise application integration (EAI) bus, the EAI bus also coupling to customer equipment and further providing an inter-application module and

customer equipment messaging function and message and data translation capability;

periodically transmitting billing-related messages through said EAI bus from customer equipment to a customer billing application module, said billing-related messages containing information concerning a customer's usage or ordering of at least one of telephony, cable television, interactive television, pay-per-view events, video-on-demand, near video-on-demand, digital television and Internet access; and

operating the customer billing application module cooperatively with others of the plurality of business application modules and with the customer equipment through the EAI bus for generating, for individual ones of the customers, a bill that contains a unified accounting of all of the content and services received by the customer through the infrastructure.

9. A multi-service telecommunications system comprising:

a telephone service delivery system;

an Internet service delivery system;

a television service delivery system;

a multi-service administration system comprising a sales system, a billing system and a provisioning system, wherein the sales system, the billing system and the provisioning system are adapted to provide sales, billing and provisioning of all three of the telephone, Internet and television service delivery

systems through a same enterprise application integration business support system software coupling.

10. A multi-service telecommunications system as in claim 9 wherein the sales system of the multi-service administration system is adapted to provide upgrading and/or cross-selling of services in the telephone, Internet and television service delivery systems.

11. A multi-service telecommunications system as in claim 9 wherein the billing system of the multi-service administration system is adapted to provide convergent billing with multiple products and services of the telephone, Internet and television service delivery systems.

12. A multi-service telecommunications system as in claim 9 wherein the provisioning system of the multi-service administration system is adapted to provide multi-service provisioning of services in the telephone, Internet and television service delivery systems.

13. A multi-service telecommunications system as in claim 12 wherein the provisioning system comprises an automated automatic provisioning system for all three of the telephone, Internet and television service delivery systems.

14. A multi-service telecommunications system as in claim 9 wherein the sales system of the multi-service administration system comprises multi-channel sales support of the telephone, Internet and television service delivery systems.

15. A multi-service telecommunications system as in claim 9 wherein the multi-service administration system comprises an integrated coupling of the sales system and the provisioning system for real-time order entry and availability checking of the telephone, Internet and television service delivery systems.

16. A multi-service telecommunications system as in claim 9 wherein the multi-service administration system comprises an integrated data sharing system among the sales system, billing system and provisioning system.

17. A multi-service telecommunications system as in claim 9 wherein data input into the multi-service administration system for a first one of the service delivery systems is used as common data in the administration system for the other ones of the service delivery systems.

18. A multi-service telecommunications system as in claim 17 wherein the multi-service administration system is adapted to automatically configure the sales system, billing system and provisioning system based upon a country location of a customer.

19. A multi-service telecommunications and administration system comprising:

at least one provisioning system for provisioning at least two different types of telecommunications services;

a customer care module coupled to the at least one provisioning system;

a plurality of back-office modules coupled to the customer care module, the back-office modules comprising a billing and accounts receivable module and a workforce management module,

wherein the customer care system and the back-office modules are adapted to service the at least two different telecommunications services.

20. A multi-service telecommunications and administration system as in claim 19 wherein the at least two different types of telecommunications services comprise services in a telephone service delivery system, an Internet service delivery system, and a television service delivery system.

21. A multi-service telecommunications and administration system as in claim 19 further comprising an enterprise application integration package which operably couples the provisioning system, customer care module, and back-office modules to each other for sharing common data among different software packages in the positioning system, customer care module, and back-office modules.

22. A multi-service telecommunications and administration system as in claim 19 wherein the at least one provisioning system comprises a telephone provisioning system, a television management system, and a capacity requester.

23. A multi-service telecommunications and administration system as in claim 19 wherein the plurality of back-office modules for the comprise a

product management module, and the invoice module, and a telephone mediation module.

24. A method of combining at least two telecommunications systems with a common administration system, the at least two telecommunication systems consisting of a group comprising a telephone service delivery system, an Internet service delivery system, and a television service delivery system, the method comprising steps of:

coupling at least two back-office modules of the at least two telecommunications systems through an enterprise application integration package to provide integrated back-office services for customers of the at least two telecommunications systems, the back-office modules comprising at least a billing module;

coupling customer care modules for the at least two telecommunications systems through the enterprise application integration package; and

coupling the customer care modules of the at least two telecommunications systems with the at least two back-office modules of the at least two telecommunications systems through the enterprise application integration package.

25. A method as in claim 24 further comprising sharing data among the modules of the at least two telecommunications systems through the enterprise application integration package.